

Figure 1

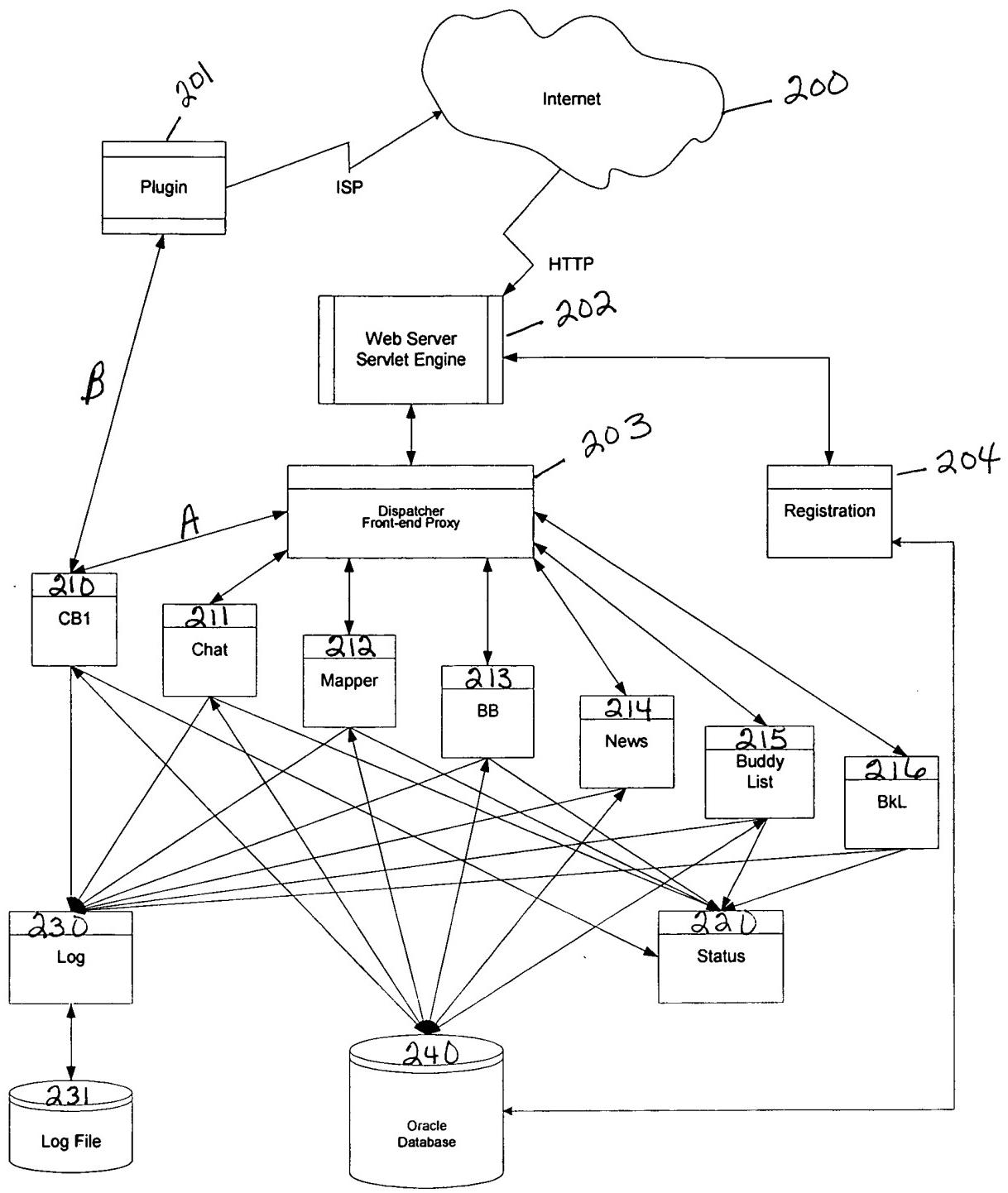


Figure 2A

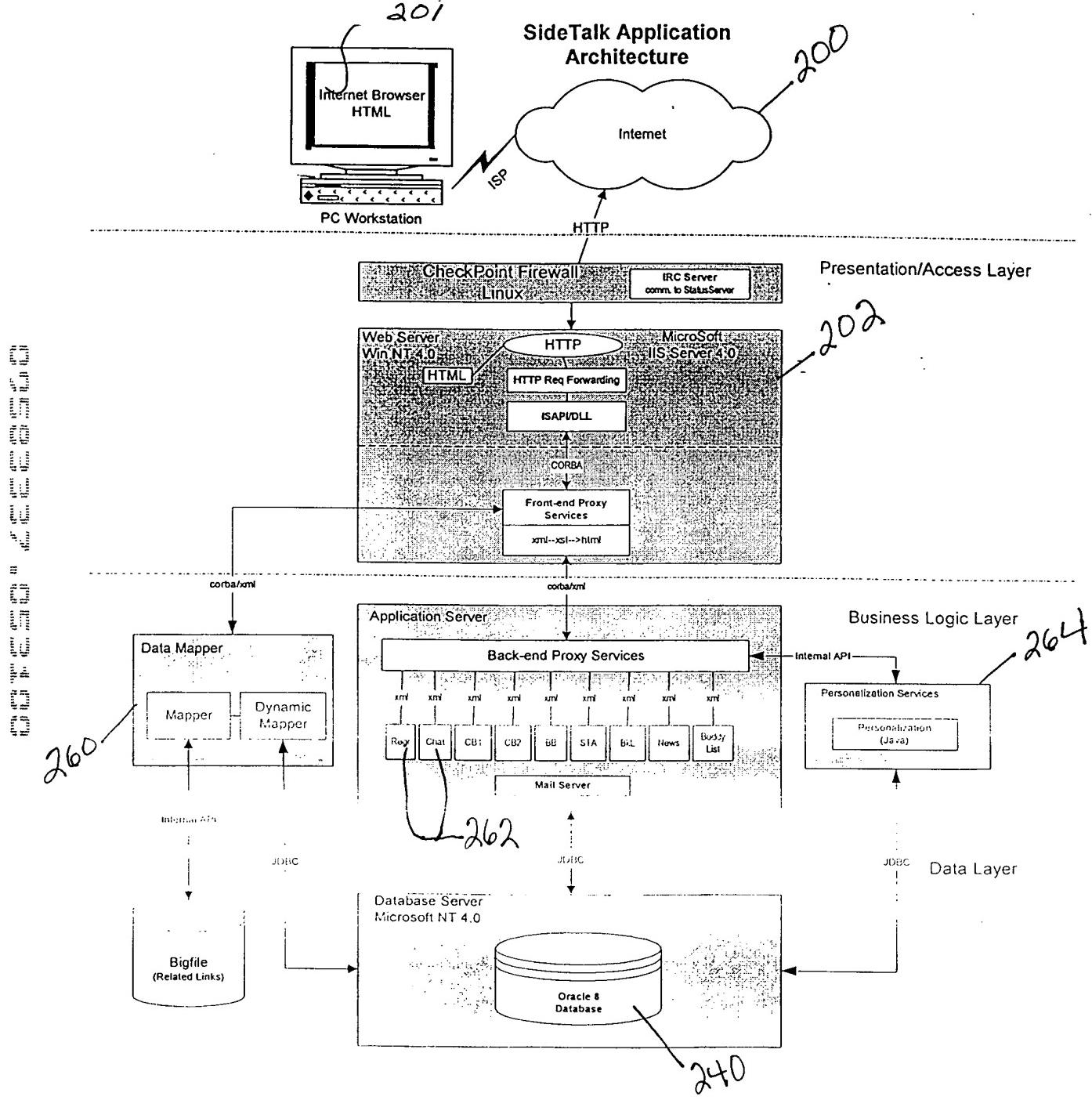


Figure 3B

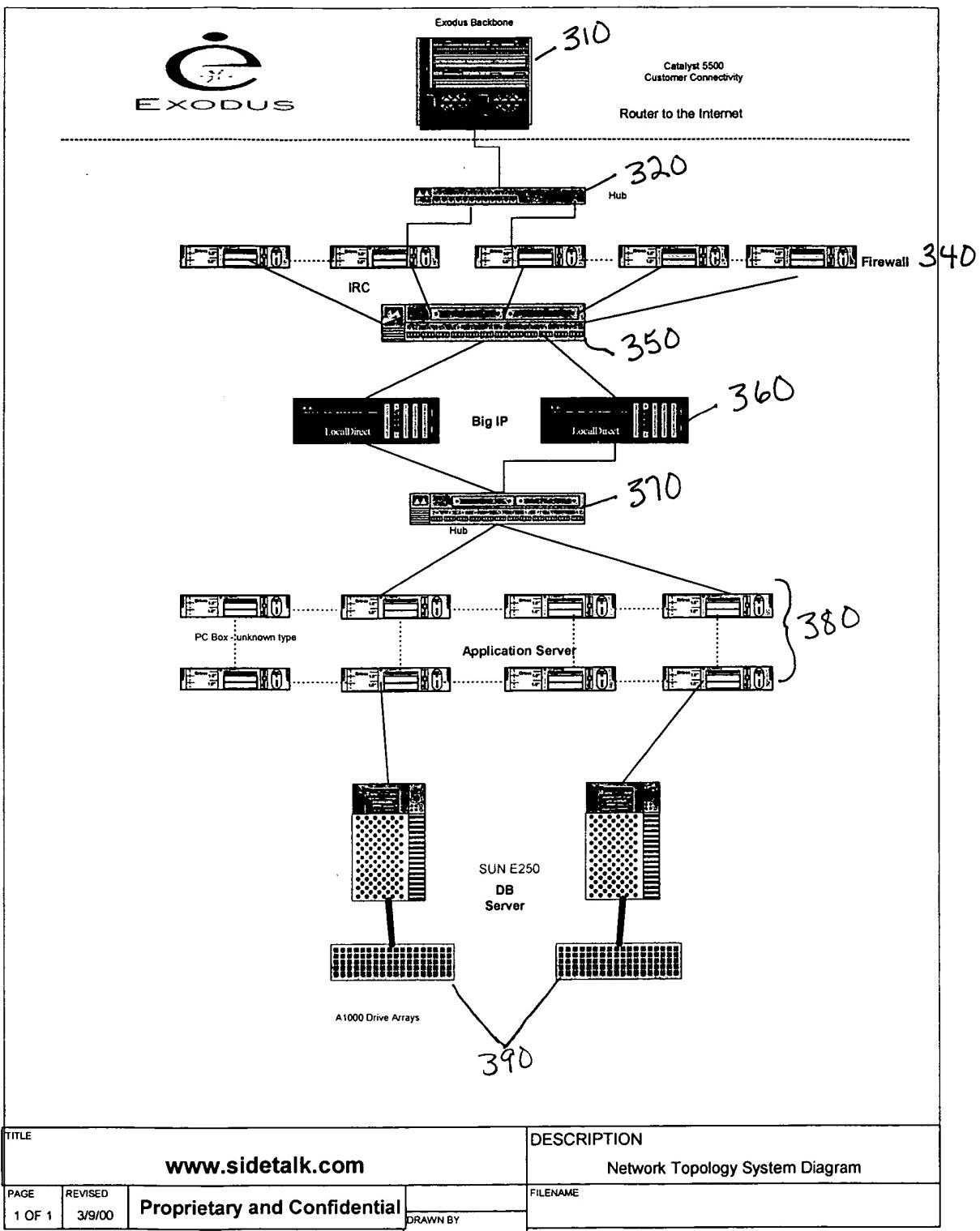


Figure 3

Figure 4A: Leadership Changes - Creator as Leader

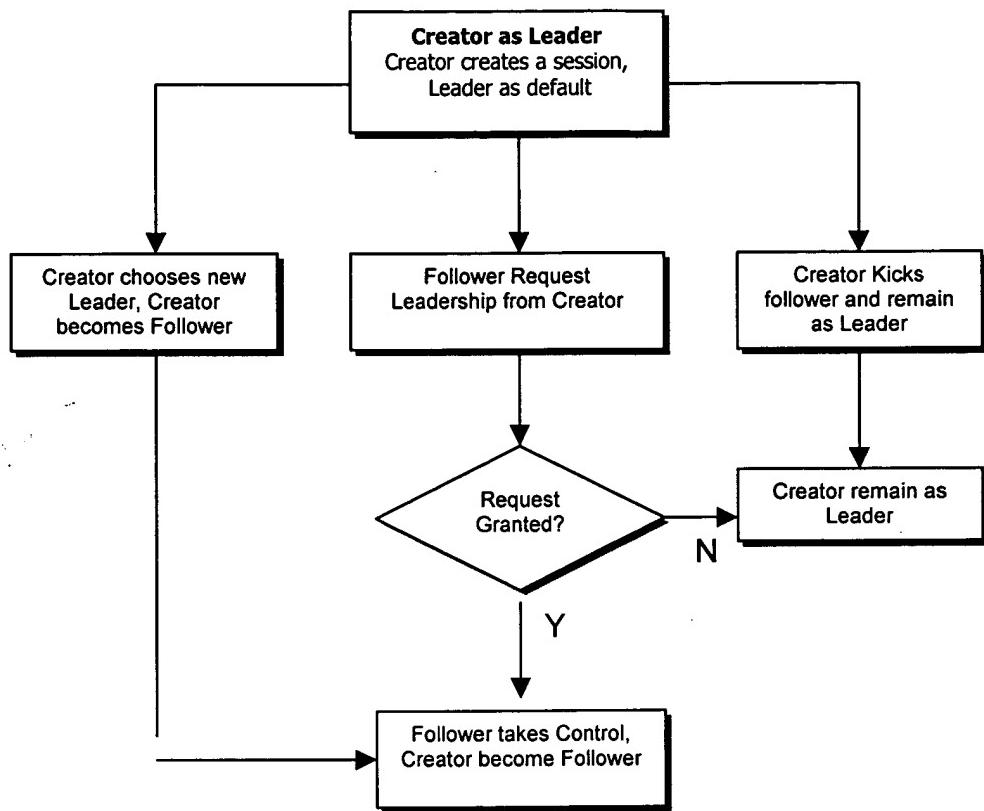


Figure 4B: Leadership Changes - Creator as Follower

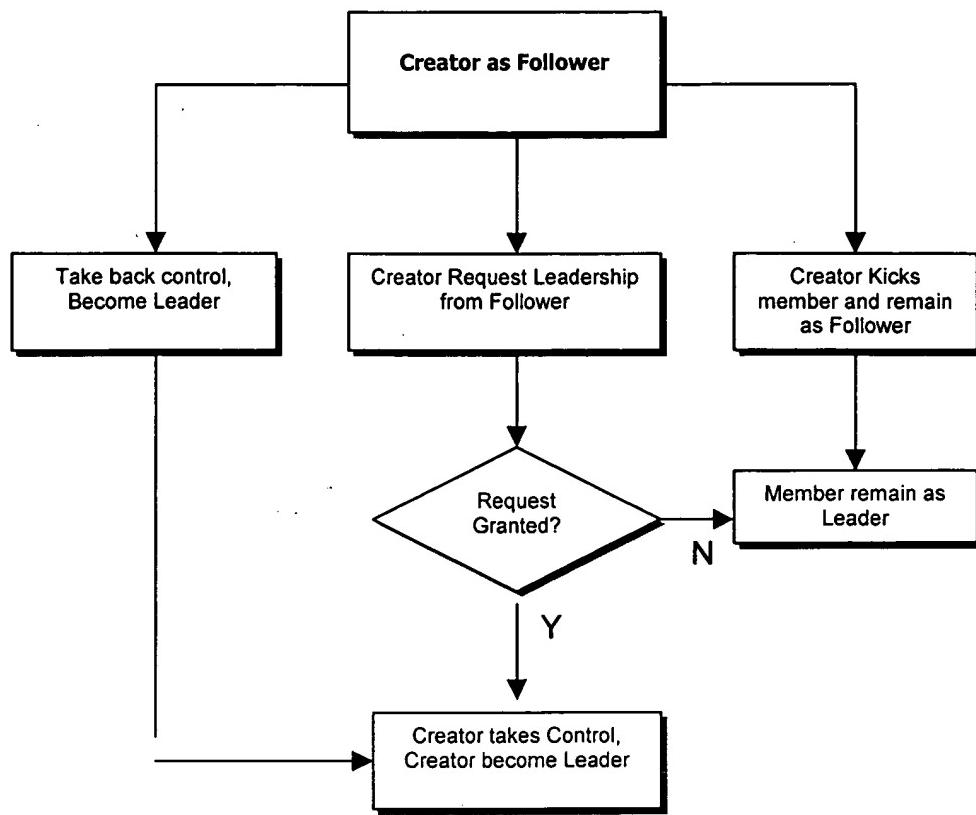


Figure 4C: Leadership Changes - Member as Leader

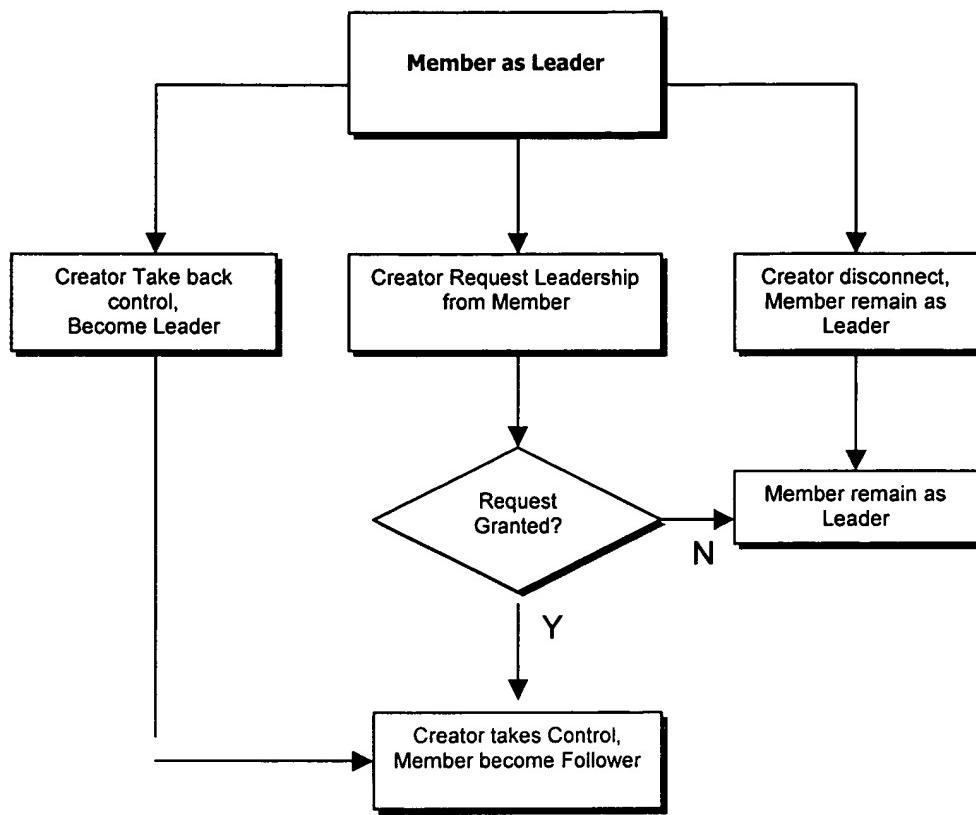


Figure 4D: Leadership Changes - Member as Follower

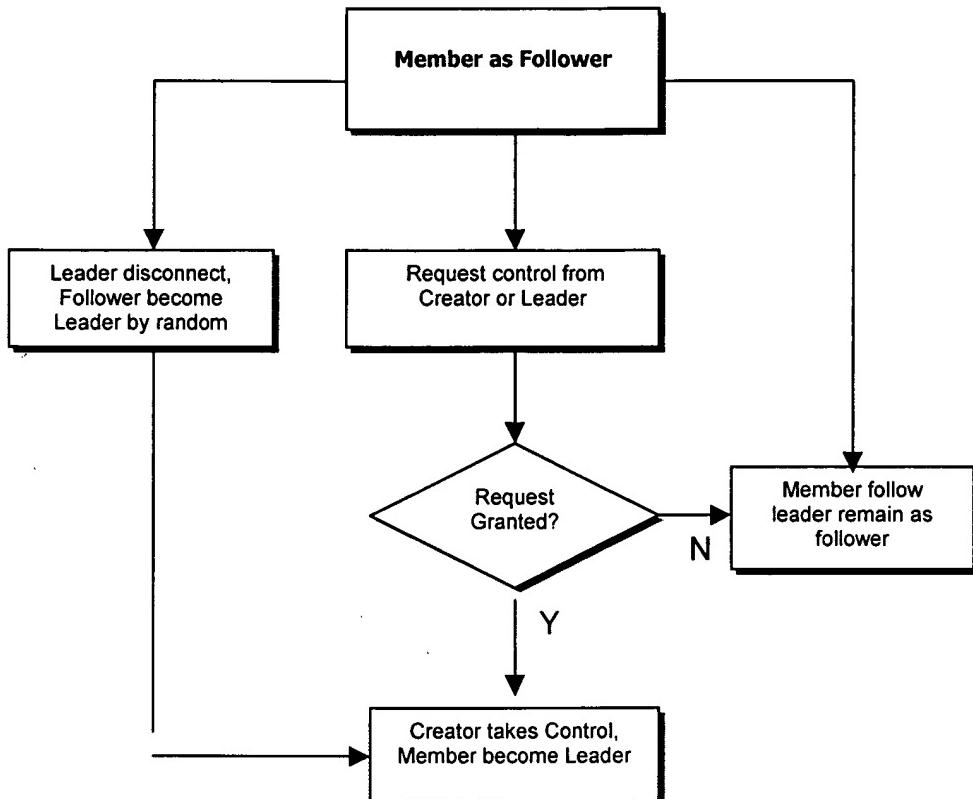


Figure 4E: Leadership Changes – Super User as Leader

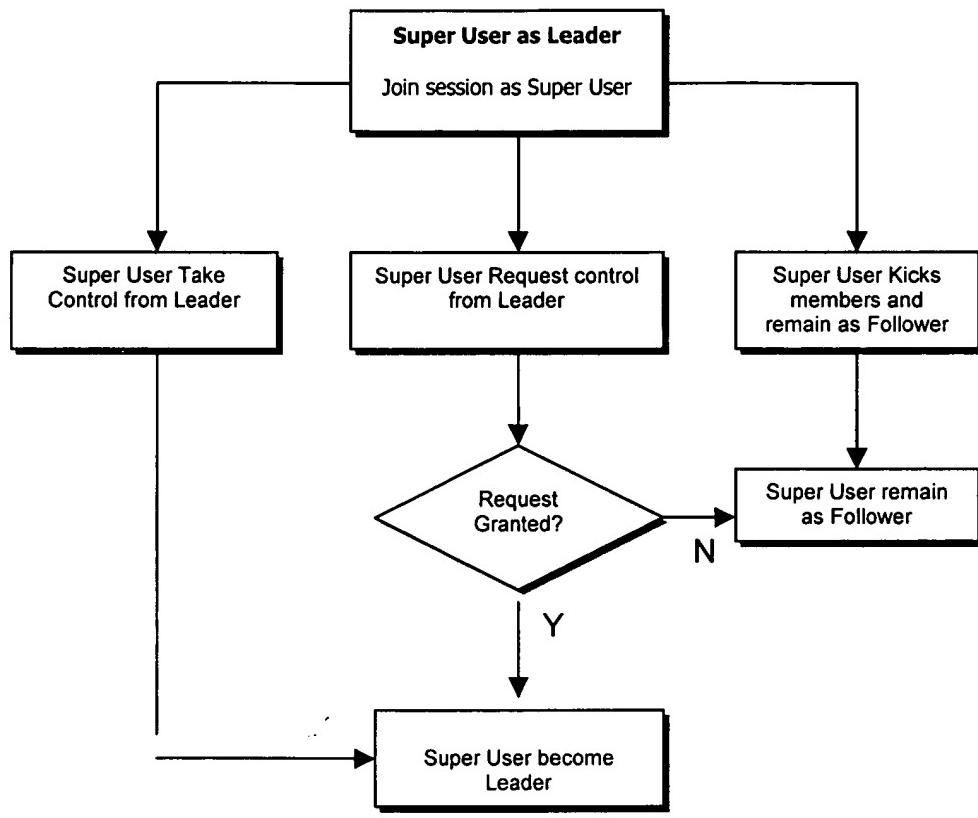
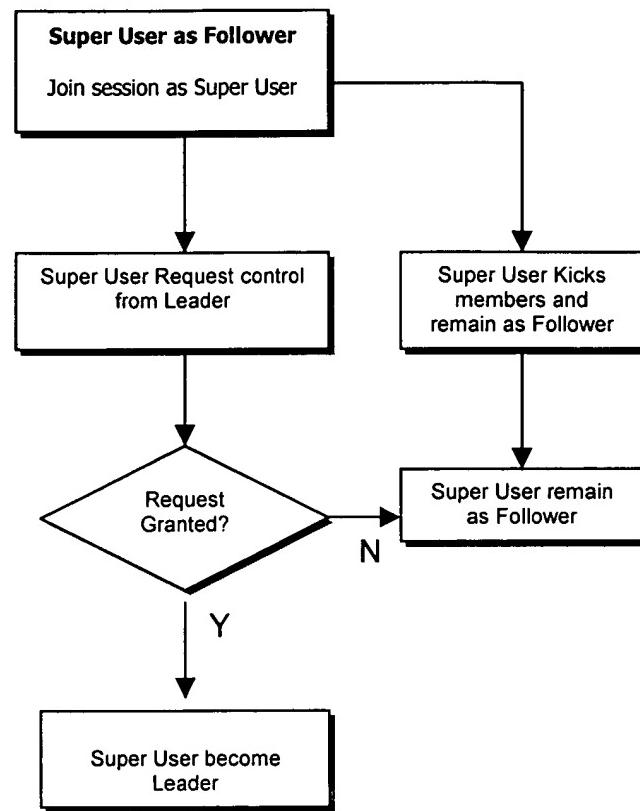


Figure 4F: Leadership Changes – Super User as Follower



Co-Browsing Session Activity

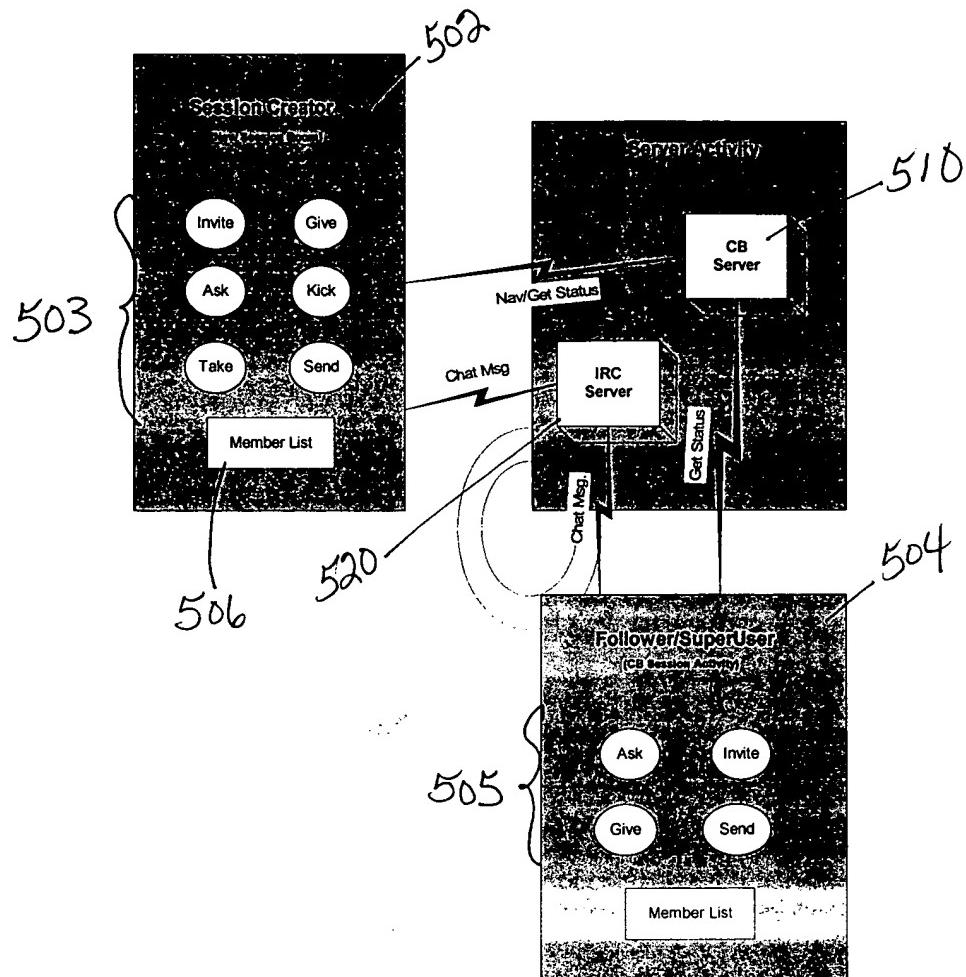


Figure 5

Figure 6: Related Site Links – Server Side Processing

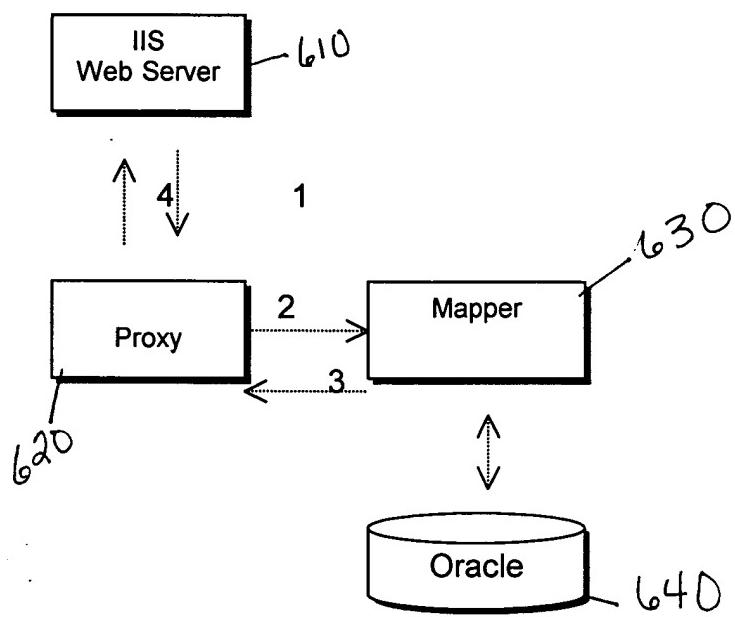


Figure 7: Related Site Links – Mapper process flow

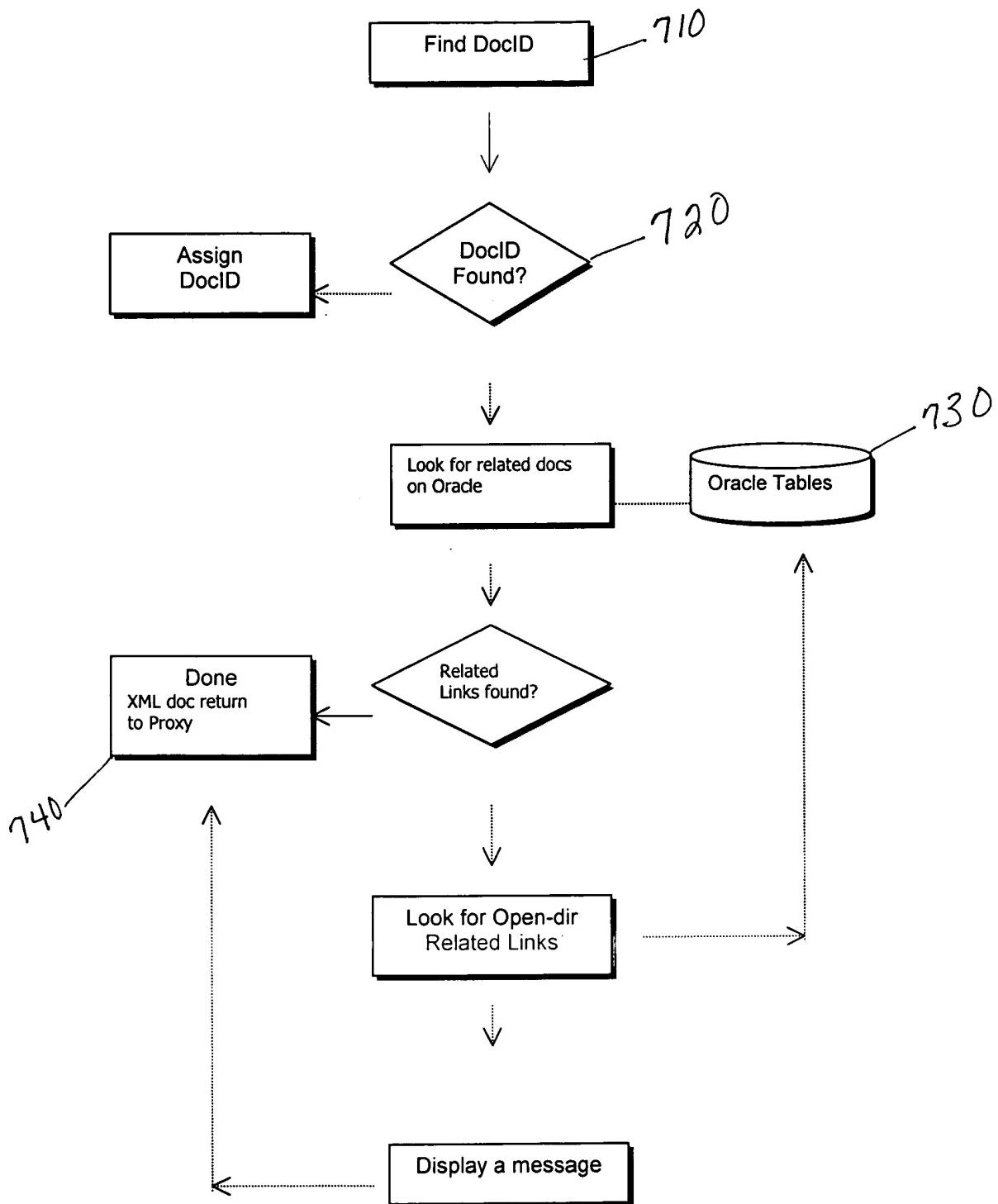


Figure 8: Visited (toured) Site Links –Client Side Processing

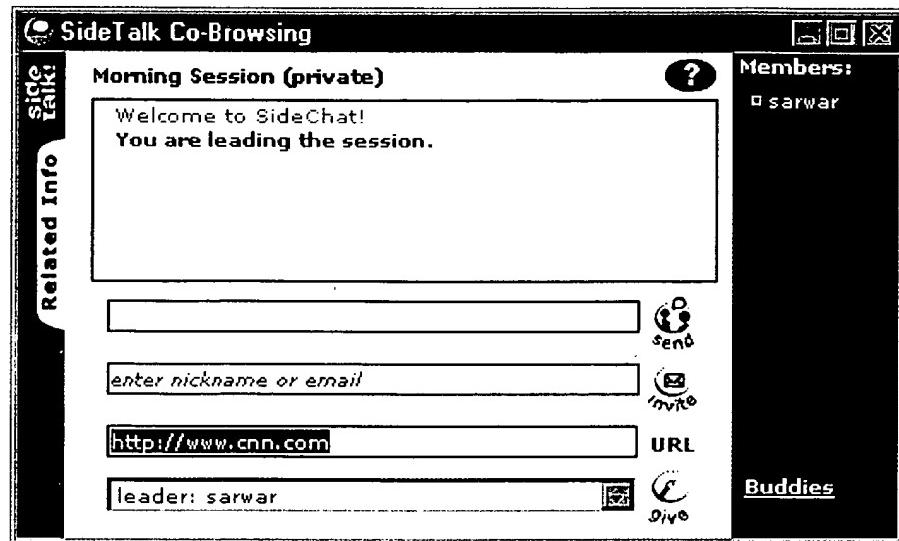


Figure 9A: Keeping Private Notes during a CB Session

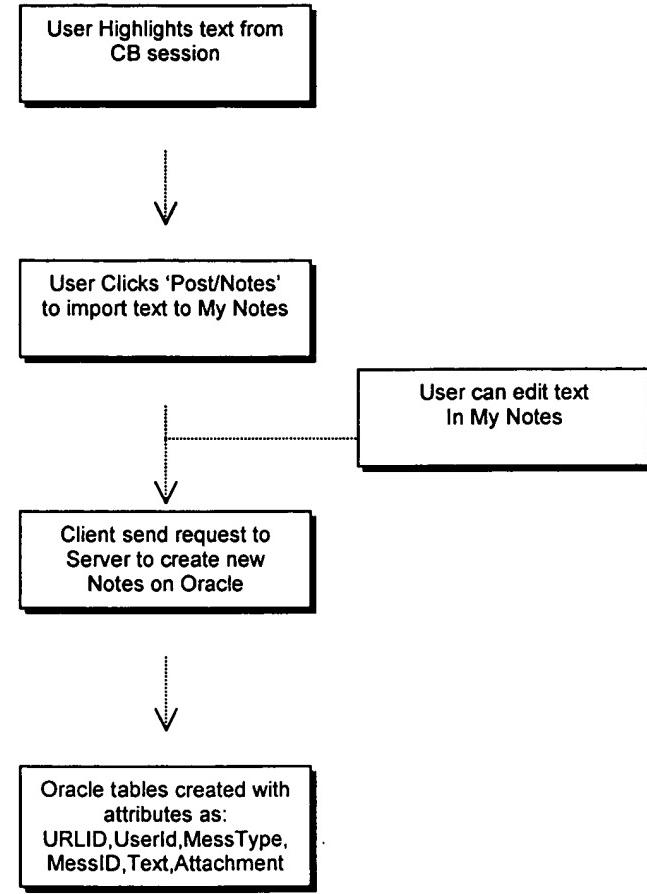
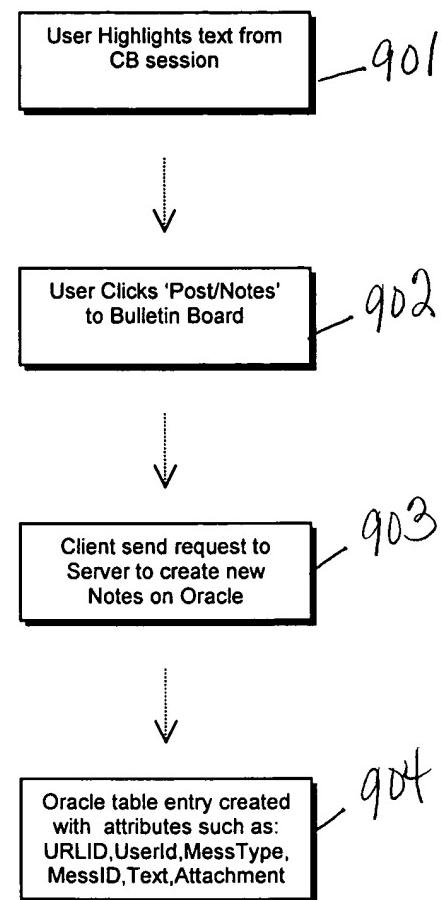


Figure 9B: Posting Public Messages during CB Session



Site Specific Collaborative Browsing

Session ID: 1010
User Agent: Mozilla/5.0 (Windows NT 6.1; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/58.0.3029.110 Safari/537.36
Date: 2018-01-12 10:20:00
Page: www.ford.com

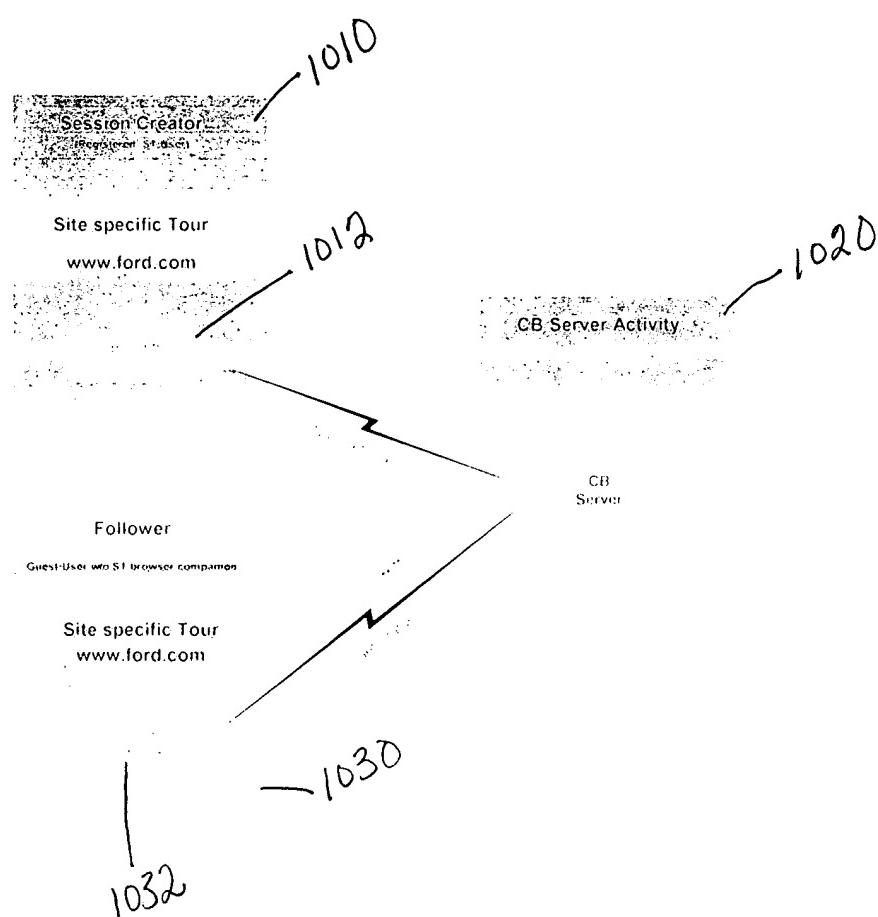


Figure 10

Figure 11A

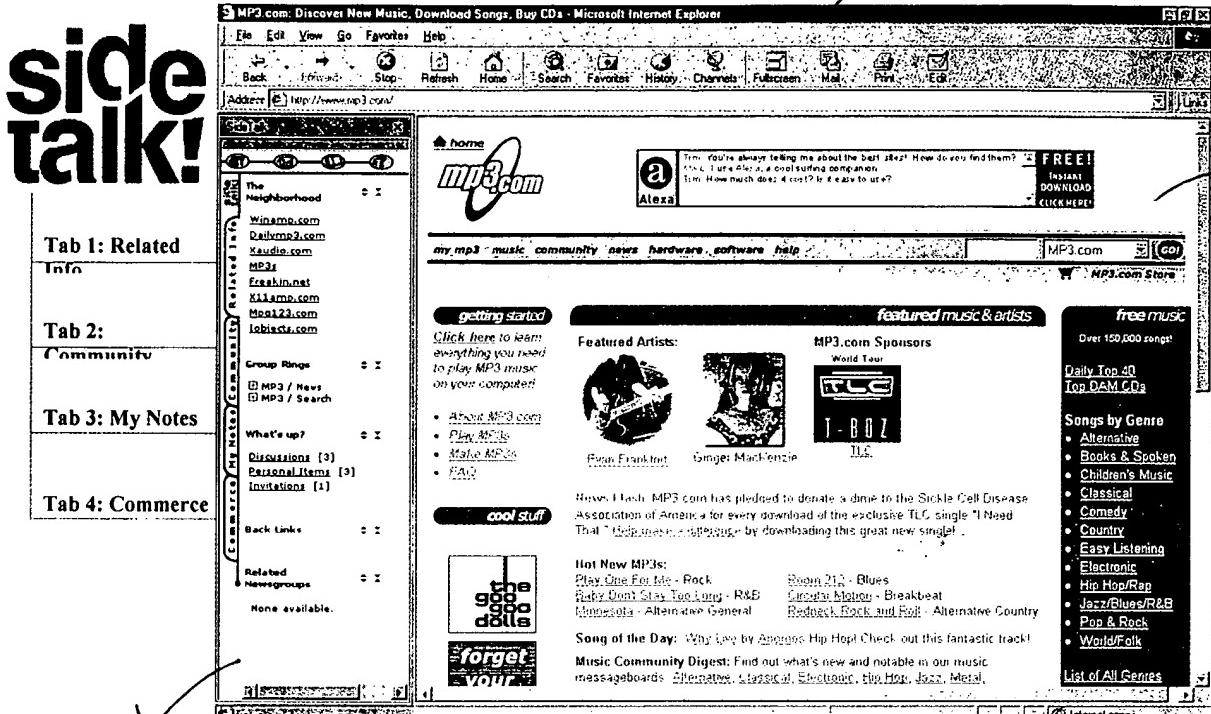


FIGURE 11B

	OPENS MY SIDE TALK – WHERE USERS CAN MODIFY THEIR PERSONAL INFORMATION AND MEMBERSHIP IN SIDE TALK GROUPS.
	OPENS A WINDOW CALLED <i>INVITE FRIENDS</i> IN WHICH USERS CAN EASILY SEND THEIR FRIENDS AN INVITATION TO SIDE TALK.
	OPENS THE BOOKMARK MANAGER. IN THE BOOK MANAGER, THE USER CAN ADD THE CURRENTLY VIEWED URL TO THEIR BOOKMARK RINGS.
	OPENS THE HELP WINDOW FOR SIDE TALK. HELP CONTAINS FAQ AND OPPORTUNITIES TO PROVIDE FEEDBACK.

Figure 11C

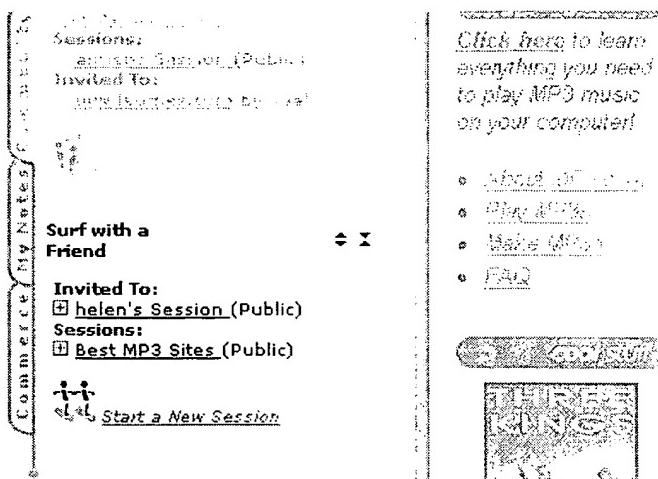


Figure 12A

The screenshot shows the MP3.com homepage in Microsoft Internet Explorer. The left sidebar is titled "SideTalk" and lists various websites under "The Neighborhood" such as Winamp, Napster, and AOL. It also has sections for "What's up?", "Discussions", and "Back links". The main content area features the MP3.com logo, Alexa traffic rank, and a "Getting Started" section with a link to learn about playing MP3s. It also displays "Featured Artists" (Evan Franklin, Ginger MacKenzie), "MP3.com Sponsors" (RCA), and "Hot New MP3s". A sidebar on the right lists "Songs by Genre" including Alternatives, Rock, Country, and Classical. At the bottom, there's a "Music Community Digest" section and an "Internet zone" button.

Figure 12B

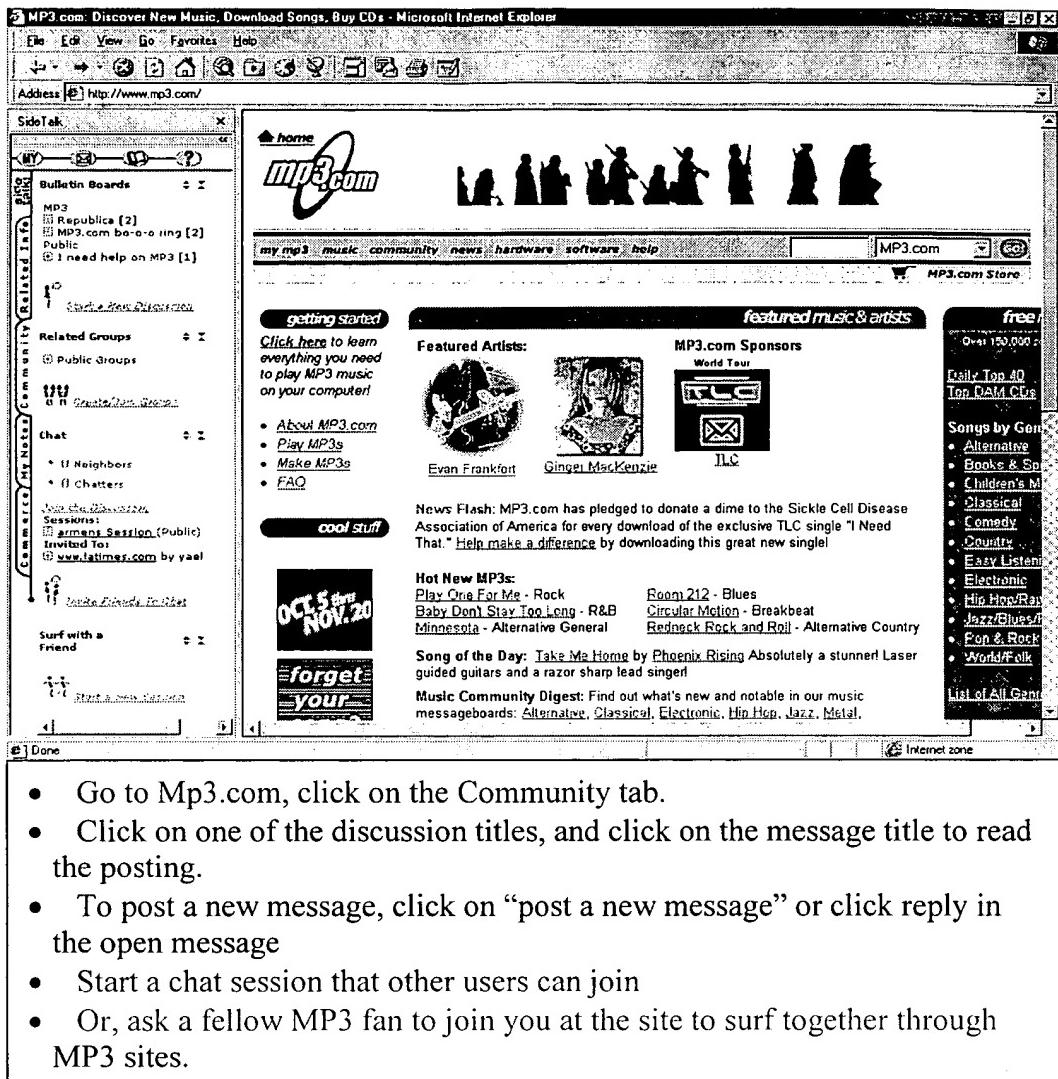


Figure 12C

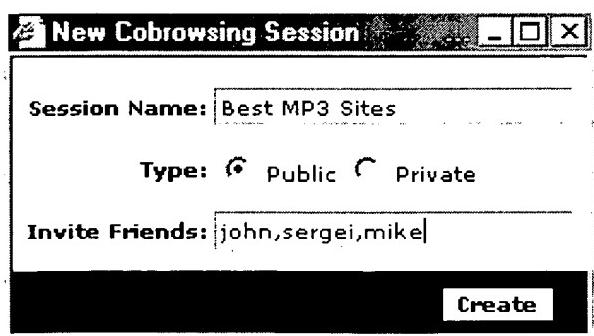


Figure 12D

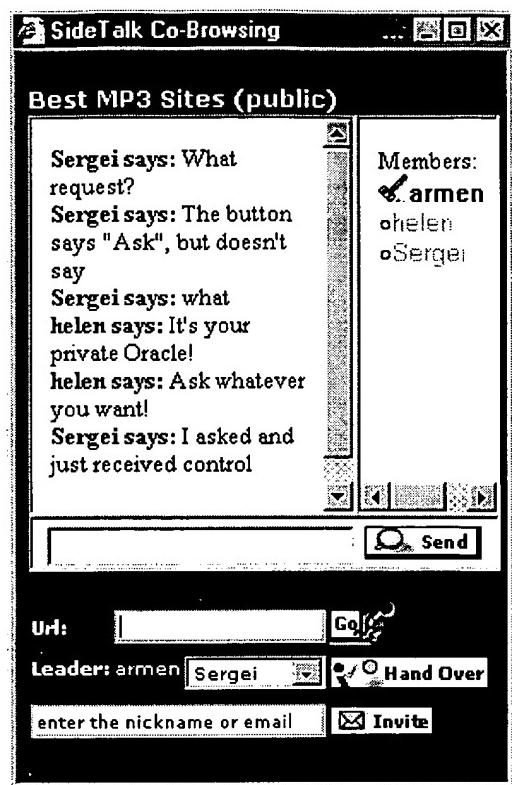


Figure 12E

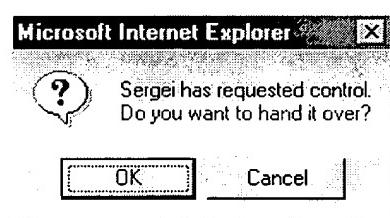


Figure 12F

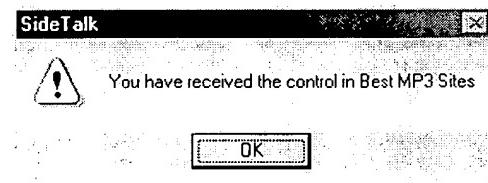


Figure 12G

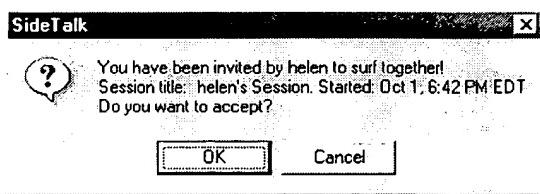


Figure 12H

